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| SUBJECT: | Customer Services Shared Service Review |
| REPORT OF: | Officer Management Team – Director of Services Prepared by – Head of Customer Services |

1. Purpose of Report

To consider the recommendations arising from the shared services review of Customer Services.

2. Links to Council Policy Objectives

The efficient implementation of joint services reviews is linked to the Council's Key Aims and Objectives.

3. Background and Discussion

At a meeting on 25 March 2015, the Chiltern and South Bucks Joint Committee considered the Business Case for a shared Customer Services Service. The Business Case is attached as a Private Appendix.

The Joint Committee endorsed all of the recommendations in the report.

Following legal advice and in order to be consistent with the previous approach used for shared service reviews, Full Council are asked to formally adopt the recommendations below:

4. Recommendation(s)

RECOMMENDED –

- 1. That the case for a shared Customer Services Service is proven and that both Councils should proceed to establish a shared Customer Services Service.**
- 2. That subject to consultation with staff and a formal agreement between the Councils, the services of staff in Chiltern District Council's Customer Services be put at the disposal of South Bucks District Council under Section 113 of the Local Government Act 1972 so they can work across the two local authority areas.**
- 2. That the Chief Executive in consultation with the Cabinet Leader and the Head of Customer Services be authorised to finalise the terms of any legal documentation required to give effect to recommendation 2 above.**

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| Background Papers: | None |